

## VIP Evaluation Instructions: Plan-Do-Study-Act (2021)

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### 1. Overview

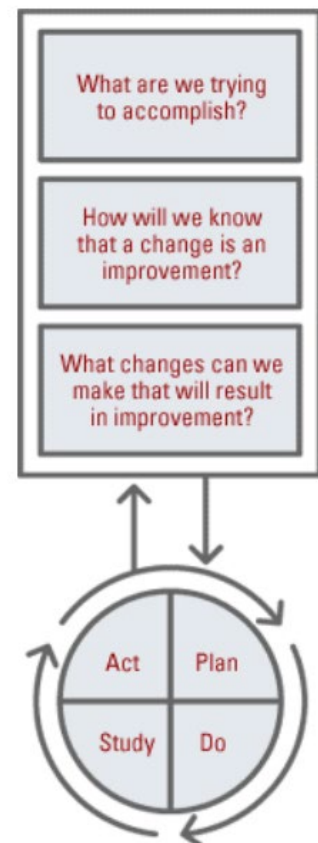
The VIP health systems approach includes supporting a culture of learning to increase the consistency and quality of our responsiveness to those impacted by family violence. The Model for Improvement provides a framework to guide us toward achieving service delivery improvements. The Plan-Do-Study-Act (PDSA) component provides the mechanism by which we are able to test small changes and build on these.

Current VIP service accountability measures include identification of persons experiencing IPV (routine enquiry) and CAN concerns (child protection checklist) followed by consultation and appropriate referral. DHBs are expected to use the MFI and PDSA cycles to make improvements in these core service delivery targets.

The PDSA method is a way to test whether or not a change has the positive outcome that is expected or not. By going through four steps it guides the thinking process into separate steps including evaluating the outcome and deciding whether to adopt, adapt or abandon the PDSA. We build our knowledge through multiple cycles in multiple conditions and move from a hunch that something will work to actually implementing the change, through multiple cycles. This cyclical process is one most of us use when implementing change in our lives, although we may not make it explicit. By writing down the steps (i.e. the PDSA cycle), it helps us to focus on the improvement process and learn more from it.

Keep the following in mind when using a PDSA cycle to implement change:

- Single focus:
  - Each PDSA often contains only a single step in an overall process, e.g. working on improved documentation of referrals as active or passive.
- Short duration:
  - Each PDSA cycle should be as brief as possible to gain knowledge on what is or is not working.
- Small sample size:



- A PDSA will likely involve only a small segment of the service or practice such as one or two nurses. Once feedback is obtained, the process can be refined and implemented more widely.

## 2. Submitting your PDSA

Please submit your PLAN and completed worksheets by email to the evaluation team by sending to [vip-eval@aut.ac.nz](mailto:vip-eval@aut.ac.nz). We expect:

- **01 December 2021:** submit PDSA worksheet(s) - with only the PLAN - to the evaluation team for feedback.
- **March 2022:** submit PDSA worksheet(s) - with PDSA cycle results (the PLAN and the DO, STUDY, ACT).

## 3. PDSA Resources

### 3.1. On-line training

If you are unfamiliar with the Model for Improvement and PDSAs we strongly recommend the “[Improving Together](#)” introductory course available through LearnOnline, developed by Ko Awatea for the NZ Ministry of Social Development, Ministry of Education, Ministry of Health, Health Quality & Safety Commission NZ (2015).

This free training programme consists of four e-learning modules to provide you with an introduction to quality improvement and assistance in developing your PDSAs which takes approximately 2 hours to complete. At the end of the training you will receive a “Certificate of Completion”. The training can be accessed by creating an account in [LearnOnline](#) and navigating to the ‘Improving Together: Introduction’ course.

### 3.2. On-line resources

- The [IHI \(Institute for Healthcare Improvement\) website](#) has a wealth of information to assist you in understanding the Model for Improvement and in completing PDSA cycles.
- Model for Improvement workshop slides by Suzanne Proudfoot of Ko Awatea for VIP Coordinators available on the [AUT Family Evaluation Project website](#).
- Health Navigator: <https://www.healthnavigator.org.nz/clinicians/p/pdsa-cycle/>

### 3.3. Evaluation team

The evaluation team is happy to talk through your PDSA plan(s) with you. Feel free to get in touch: [Chris.Cowley@aut.ac.nz](mailto:Chris.Cowley@aut.ac.nz) or [Jane.Koziol-McLain@aut.ac.nz](mailto:Jane.Koziol-McLain@aut.ac.nz).

## 4. Completing your PDSA worksheets

The VIP PDSA worksheet is available on the VIP evaluation website ([www.aut.ac.nz/vipevaluation](http://www.aut.ac.nz/vipevaluation)) as a Microsoft Word file and included at the end of this document (Appendix A).

### 4.1. Aim, objective and cycle number

- The aim should state what you are trying to accomplish (what problem are you solving)
- The objective is what you are trying to accomplish in the current cycle.
- The **cycle** number for this PDSA. As you work through a strategy of implementation you will often go back and adjust or tweak something and test to see if it is better or not. Each time you do this, it is new cycle.

### 4.2. PLAN

- The change we plan to test:

- Write a concise statement of what you plan to do in this cycle of testing. It should be small and focused.
- The Question we want to answer for this cycle:
  - Phrase a question that links with your plan.
- Prediction:
  - Write the outcome that you predict will occur. You may have quantitative data like a certain number of nurses documented the referral in detail, or qualitative data such as nurses noticed they were more confident in asking about routine enquiry. For quantitative data, include the baseline measure and how much improvement you predict will occur.
- Data:
  - Detail what data is needed to test your predictions. Be specific.
- 'Tasks to complete'
  - Write the steps that you are going to take in this cycle. Include the following
    - Who – the population you are working with (e.g. patients or health professionals).
    - When – dates and times for when you will do the study and it only needs to be long enough to get some results. You may set a time limit of a week but notice after a day that it is not working. This cycle can be terminated and another one started.
    - Where – where will this be done (e.g. a specific ward).
    - How – how will you do it (e.g. ask the ward nurses at the end of the day three specific questions).

#### 4.3. DO

After you have your plan, you will carry out your test. During the testing you will be keen to watch what happens once you do this.

- 'What problems or unexpected events did you observe?'
  - Write down your observations you have during the implementation – ask yourself
    - “Did everything go as planned?”
    - “Did I have to modify the plan?”
- 'Feedback and observations from participants'
  - This may include how the patients react, how the health professionals react or how it fits in with your overall programme.

#### 4.4. STUDY

After implementation you will study the results.

- 'What does the data show?'
  - Write down what you saw in the data
- 'Was your prediction confirmed?'
  - Record if it met your goal, and how well it did or did not work
- 'Compare your data to predictions and summarise the learning'
  - What did you learn from this cycle about your programme.

#### 4.5. ACT

- 'What did you conclude?'
  - Indicate whether you will adopt, adapt or abandon your change. If the test worked are you ready to roll it out for wider implementation?
  - If it did not work, what can you do differently in your next cycle to address that?

### 5. PDSA Tips

### **MFI and PDSA Cycle Refresher Notes**

(S. Proudfoot, May2019)

1. Clearly communicate the 'problem' you are trying to solve and create a sense of urgency.
  - a. local FV data re the scope of the problem is useful
  - b. understand FV as a determinant of health
  - c. aim is for quality health responsiveness to persons and family and whānau impacted by family violence; ensure that there is 'no wrong door' for people seeking help
2. Senior leadership must appreciate the problem and value the change (consider meeting with senior leaders, managers)
3. Create a sense of ownership by practitioners within services. Work on change WITH practitioners.
4. Important in PDSAs to be clear about what your prediction is (improve from X to Y) and test your prediction to see to see if what you thought would happen did. If not, you may need to abandon or adapt. If it worked, try with a larger group.
5. Change happens one person at a time. Start small, with one person. How did it go? What were the barriers? What made it easy? Then test with 5, slowly increase.
6. We are wanting a massive change. Need to engage with an increasing number of people over time to grow commitment to change and decrease resistance to change (at least 10% of staff should be engaged with PDSAs leading up to implementing).
7. Need to continue to test as you move from one setting to the next.
8. For sustainability, needs to be owned by front line staff with local accountability and oversight.

Appendix: PDSA cycle worksheet

Available as Word file at: [www.aut.ac.nz/vipevaluation](http://www.aut.ac.nz/vipevaluation)

<b>DHB:</b>	
<b>PDSA AIM</b>	
<b>PDSA Objective for this cycle:</b>	
<b>Cycle #:</b>	
<b>Planned start and end dates</b>	
<b>Actual end date:</b>	

PLAN				
<b>Briefly describe the change we plan to test:</b>				
<b>Questions: What question (s) do we want to answer on this PDSA Cycle?</b>				
<b>Prediction: What do we think will happen?</b>				
<b>Data: What data will we need to test our predictions (s)? How will we collect it?</b>				
<b>Tasks to be completed for the test</b>	<b>Who</b>	<b>When</b>	<b>Where</b>	<b>How</b>

<b>DO</b> Carry out the change or test. Collect data and begin analysis	
<b>What problems or unexpected events did we encounter?</b>	
<b>Feedback and observations from participants?</b>	

<b>STUDY</b> Complete analysis of data	
<b>What does the data show?</b>	
<b>Was your predication confirmed? If not, what did you learn?</b>	
<b>Compare the data to your predictions and summarise the learning.</b>	

<b>ACT</b> Following the test, we will (highlight one): <b>Adopt</b> or <b>Adapt</b> or <b>Abandon</b> the change	
<b>What is you plan for the next cycle?</b>	